

Summary

To read the full annual report, visit our website www.nottinghamcityhomes.org.uk or ask us for a paper copy



2009-10 was our most successful year since we began in 2005

Customer satisfaction has risen to 80% – up from just 60% in 2007.

Thousands of council homes have been improved under the ‘Secure Warm Modern’ programme.

Rent arrears have been dramatically reduced and we’ve helped hundreds of tenants sort out their finances, claim benefits and avoid eviction. The number of empty properties has fallen to an all-time low.

We have always been a ‘tenant-led’ company. And in September 2009, Janet was elected Chair of the Board. It’s likely our budget will soon be cut. So we will have some difficult choices to make together to try to maintain and improve services.

Working with our customers

We believe we get better results when you are at the heart of shaping our services. More than 2,000 tenants and leaseholders are now involved with us.

Every day we encourage customers to tell us about their experiences. We use what you tell us to improve our service standards.

Our 60-strong team of tenant service inspectors has made a big difference in improving the quality of our estates and service in housing offices.

Next year we will introduce a Customer Scrutiny Panel, which will hold in-depth investigations into our services.



Janet Storar, Chair of the Board

Improving communities

Our Secure Warm Modern programme is improving thousands of homes across Nottingham. Its priorities were set by tenants for tenants.

Our investment is supporting more than 600 local jobs and suppliers. Almost 100 apprentices have also had the opportunity to learn a trade.

By the end of August 2010, we had reduced the number of empty council properties to a record low of 268 – less than half the figure two years ago.

With our partners, Nottinghamshire Police and the Community Protection Team, we have been tackling anti-social behaviour (ASB).

Future plans

Next year we will set up a single contact centre, so customers have just one number to ring for all our services.

We will launch a new allocations policy and ‘HomeLink’ choice-based lettings service.

We are introducing new systems in the repairs service to help us get to jobs faster and complete more on the first visit.

We will modernise our tenancy and estate management service to better serve you.

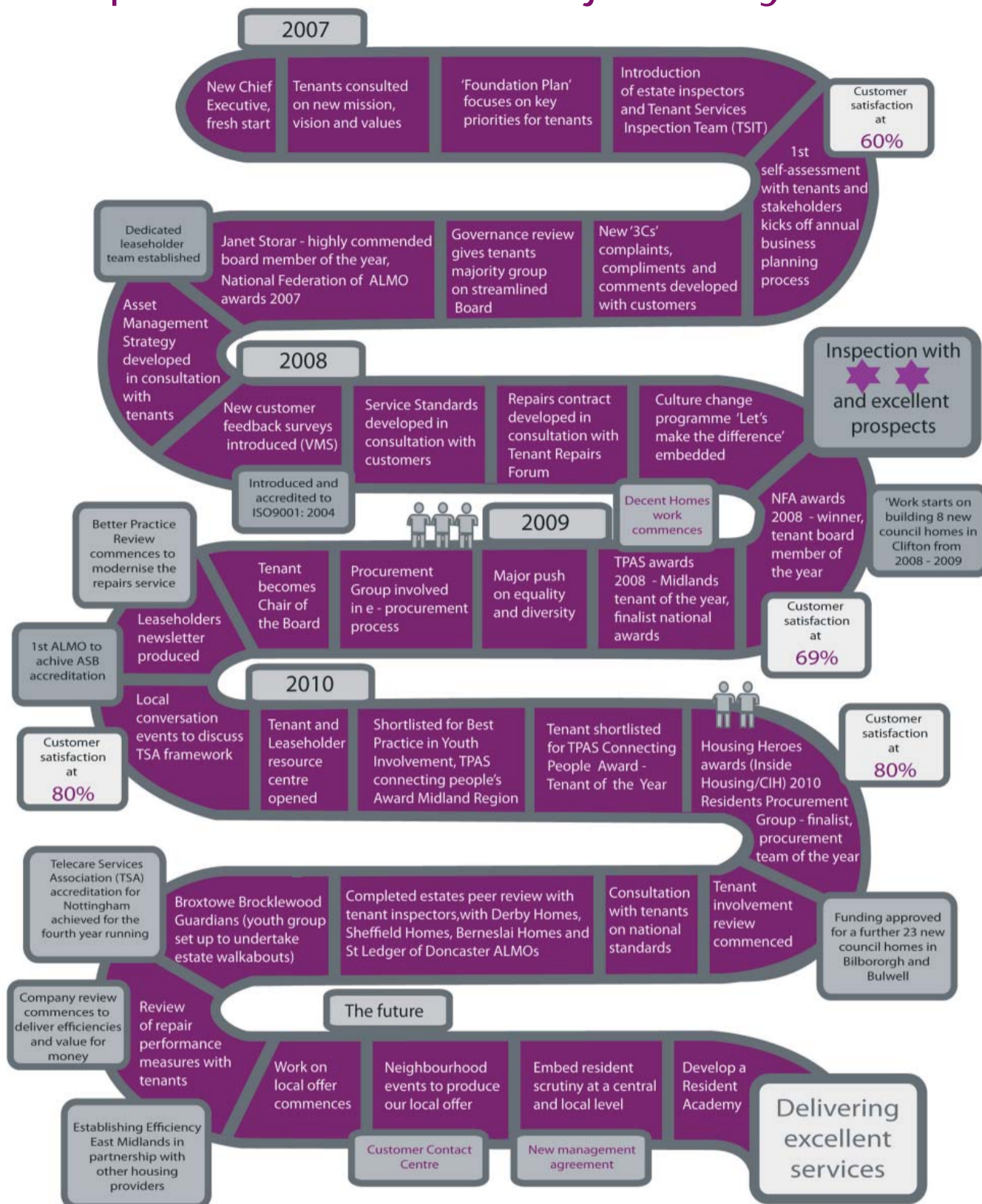
These major initiatives, combined with efficiency savings across the company, will help improve services and save money.

We have ambitious yet realistic plans – and our customers’ involvement is vital to their success.

Chris Langstaff, Chief Executive



Tenant and leaseholder empowerment - our journey



How your money is spent

Managing and maintaining your homes and neighbourhoods

Tenants' rent and other housing related income collected within the Housing Revenue Account (HRA) was spent in the following areas in 2009-10:

NCH landlord activity	
Repairs to dwellings	£18.30m
Planned repairs and maintenance	£5.65m
Property services management	£5.50m
Tenancy and estate management	£5.59m
Support services	£5.68m
Central and shared services	£4.26m
Sheltered and supported housing	£2.58m
Voids, lettings and allocations	£2.39m
Rent and arrears management	£1.64m
Estates and caretaking services	£1.23m

Nottingham City Council retained budgets

Strategy, regeneration and performance	£3.88m
Public realm maintenance	£2.26m

TOTAL **£58.96m**

Investment in your homes and neighbourhoods

On behalf of Nottingham City Council we invested just under £46 million in 2009-10 to improve your homes and neighbourhoods as follows:

Decent Homes	£34.04m
(Secure Warm Modern programme)	
Major Capital Works	£9.87m
(eg Empty properties, fire damage, TV aerials)	
Health and Safety	£1.38m
(eg Fire risk assessments)	
Decent Neighbourhoods	£0.66m
(eg Fencing, door entry systems)	

TOTAL **£45.95m**

About the housing standards

Nottingham City Homes operates under rules set out by the Tenant Services Authority (TSA).

The TSA has set out a number of national standards, which all housing providers have to meet. These are:

- Tenant involvement and empowerment
- Home
- Tenancy
- Neighbourhood and community
- Value for money

This annual report summary includes highlights of how we are meeting the national standards.

You can also read about how we are with our customers to develop a 'local offer' for the tenant involvement and empowerment, home and neighbourhoods and communities standards. Our local offers come into effect on April 1 2011.

Tenant involvement and empowerment standard

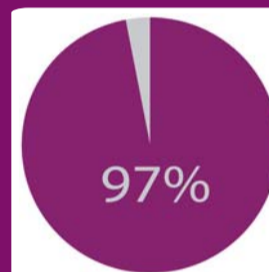
This standard is about involving and consulting you about the services we provide. It also covers how we communicate with you and deal with your enquiries.

How did we do in 2009-10?

Customer service, choice and complaints

- Comprehensive range of customer information – including **250,000** website visitors
- Customer involvement in developing communications
- **97%** of complaints answered within five days
- **14** company improvement clinics to learn from customer concerns

250,000
website visitors



of complaints answered within 5 days. Low scores trigger immediate enquiries and improvements

Involvement and empowerment

- **2,000** customers actively involved
- **60** Tenant inspectors driving up service standards and quality of estates
- **68%** of customers satisfied with decision-making opportunities + free training programme
- Three customers qualified + four in training for Chartered Institute of Housing Active Learning.



Qualified



In training

Understanding and responding to diverse needs

- Challenging discrimination – Single Equality Scheme, Stonewall accreditation, Remploy Partnership
- Working with **60** local support groups to advise vulnerable customers how to find a home

Our local offer aims to:

- Have a wider range of involvement for all members of our communities, using innovative communication methods
- Build capacity – help customers to develop skills and confidence and support tenants to become Board Members
- Develop 'resident scrutiny' so customers can challenge us better
- Embed involvement across the company by training employees to better engage with customers and improve services
- Reconnect with grassroots tenants – better understand local neighbourhood issues
- Deliver added value and make community links through effective partnership working.

What are we going to do?

- Agree a new framework for tenant and leaseholder involvement in Nottingham.

"Being involved means my voice is heard and I can help to shape the services that affect me, my family, neighbours and local community. I do feel I have made a real difference and hope to do a lot more in the future" – Ruth Haywood, Bulwell tenant

Home standard

This standard is about the quality of your home and how we deal with repairs and maintenance.

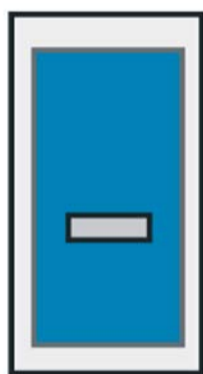
We are committed to improving the condition of thousands of council homes, improving our repairs service – using the latest technology to send the right person, with the right skills, to the right job as fast as possible.

How did we do in 2009-10?

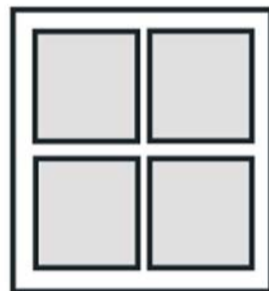
Quality of accommodation

- 75,000 new windows, 4,401 heating systems, 1,642 bathrooms and 2,025 kitchens installed under the 'Secure, Warm Modern' programme

Which means...

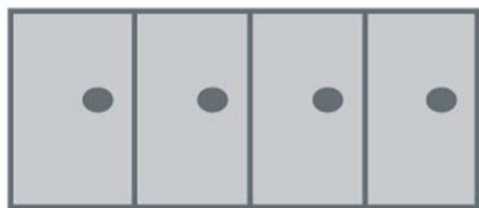


or



fitted every 2 minutes

and



or



or



fitted every 20 minutes

- Trials of solid wall insulation, air source heat pumps and solar panels – Asset Management Strategy
- Building 38 new council homes



38 new homes for the first time in 25 years

Repairs and maintenance

- 130,000 repairs requested
- 94% of repairs completed on first visit
- 75% satisfied with repairs service (up from 63% in 2008)
- Improving fire safety in high-rise blocks

Customer satisfaction with repairs (VMS)

$\frac{7.96}{10}$

Quality of repairs

$\frac{8.44}{10}$

Ease of reporting

$\frac{8.44}{10}$

Appointment time

$\frac{8.44}{10}$

Quality of contact handling

Our local offer aims to:

- Deliver a modern and efficient, value for money responsive repairs service, with a focus on 'getting the job right first time'
- Improve thousands of council properties through our Secure Warm Modern programme.

What are we going to do?

- Complete the Better Practice Review of our repairs service
- Review our responsive repairs performance indicators, alongside our customers, to make sure they reflect their priorities
- Complete the installation of secure-by-design windows to **20,000** homes by March 2011
- Work with customer Affordable Warmth Champions and our partners to improve awareness of fuel poverty and energy efficiency.

John Riley, of Wollaton, has recently had a new heating system fitted under the Secure Warm Modern programme.

He said: "I had new radiators and a boiler fitted this year and it has made a tremendous difference to us already. We've now got hot water whenever we need it."



Tenancy standard

This standard covers how we allocate homes, how we set your rent and collect it, and how we support you in your home.

How did we do in 2009-10?

Allocations

- Lead partner for 'Nottingham HomeLink' – 12 landlords, 37,500 properties, 3,500 new lettings
- 38.43 days to re-let a home – down from 49 days in 2008
- 1,300 vulnerable people helped to find a new home by HomeLink Support Team
- Empty properties reduced to record low of 276 = £1m+ in extra rent.

HomeLink support officers helped

1,300

people find new homes

Tenancy standard
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Tenancy standard

continued

Rents

- **£85.6m** rent collected
- Rent arrears at record low of **£2m** (March 2010)

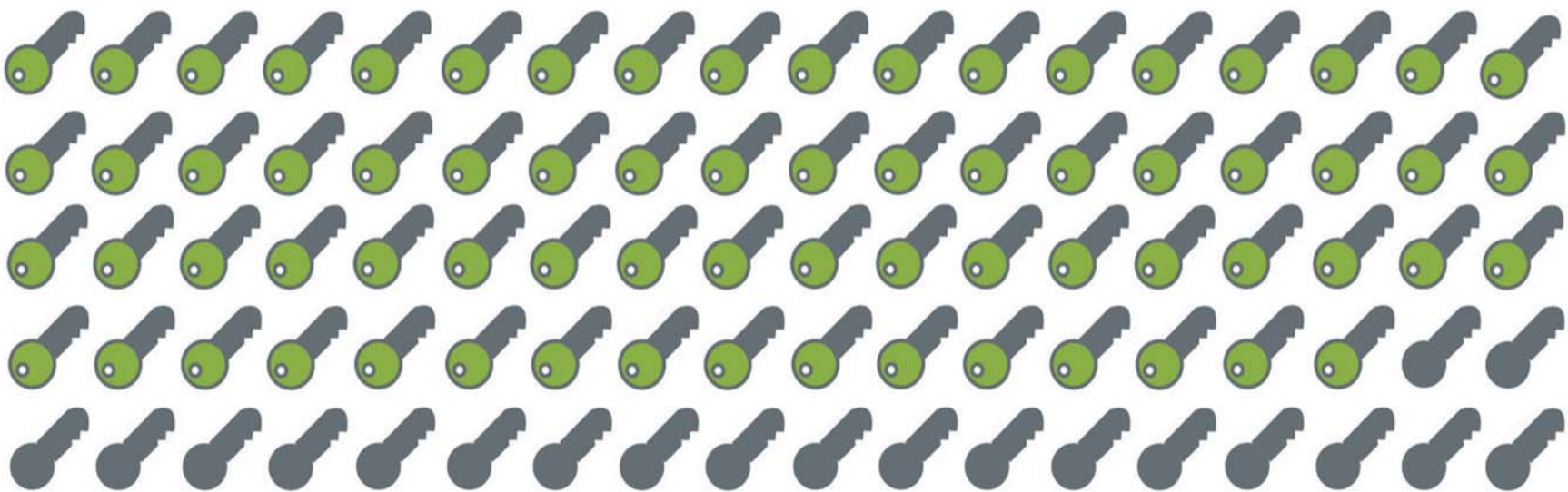


Rent arrears reduced to record low

- Former tenant arrears reduced by **£220,000**
- **1,000** tenants offered free financial support for all tenants
- **1,200** tenants helped to claim **£1.25m** in extra housing benefit.

Tenure

- **90%** of new tenancies last more than **12** months (up from **86%** in 2008)
- **78%** of introductory tenancies became permanent



78% of introductory tenancies became permanent

Mrs Latham of Old Basford, said of her Financial Inclusion Officer: "I'm so grateful to Jill. Without her help I wouldn't have had this extra money and would have been struggling to pay my bills. Her help has made a huge difference to my life."

Neighbourhood and community standard

This standard is about how we keep your community clean and safe.

Our caretakers and housing patch managers work with our customers and partners to solve problems and make improvements.

This year we became the first ALMO to receive independent national accreditation for tackling anti-social behaviour (ASB).

We shall continue to empower local tenants to push for improvements in their communities.

How did we do in 2009-10?

Neighbourhood management

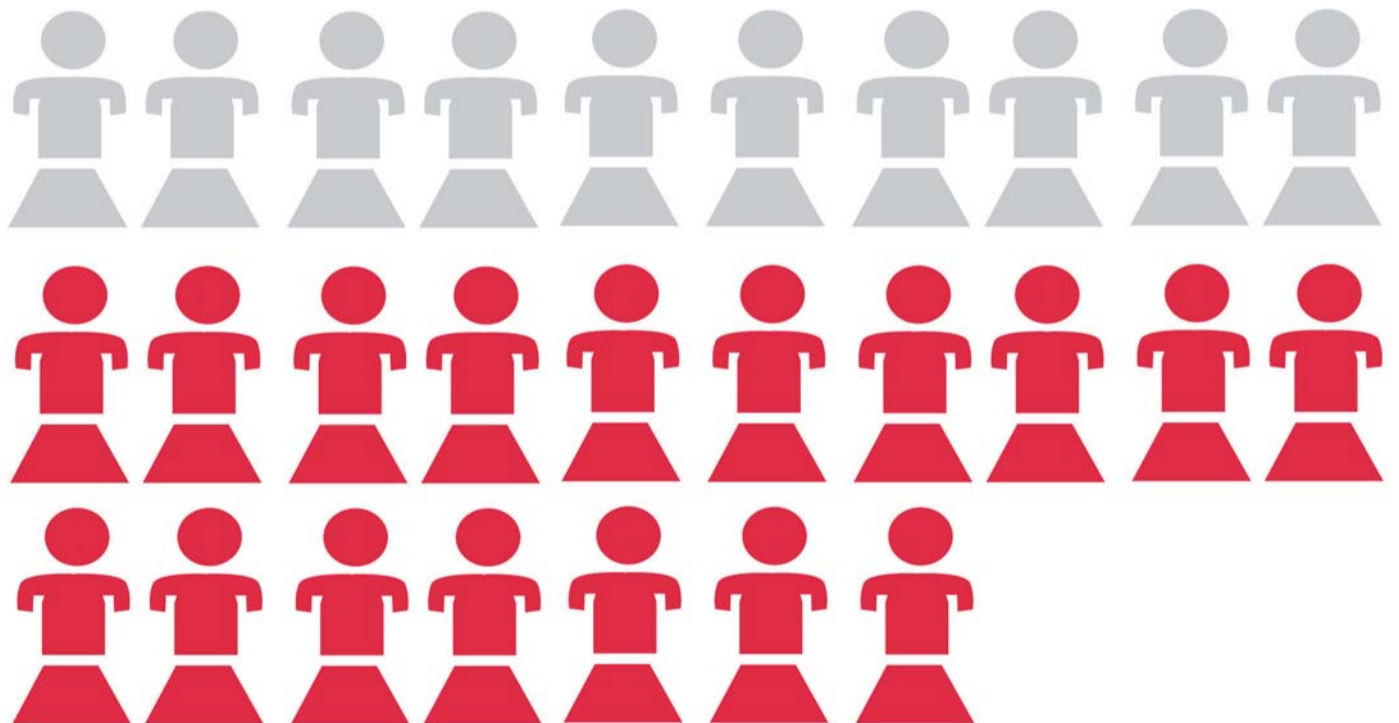
- Tenant Services Inspection Team helped improved estates – **95%** now two or three star (from **39%** in 2007)
- **100%** of offensive graffiti removed in 24 hours
- Eight weeks of action to improve neighbourhoods

Anti-social behaviour (ASB)

- Intervened in **1,253** cases
- **1,068** formal tenancy warnings
- **79%** of cases resolved first time
- Multi-agency risk assessment conferences (MARACs) – supporting victims at high risk of domestic violence
- Tenant-led ASB scrutiny group influencing strategy and policy



First ALMO to receive 'HouseMark' national award for tackling anti-social behaviour



1,253 cases – up from 457 cases in 2008-09

Neighbourhood and community standard
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Neighbourhood and community standard

continued

Our local offer aims to:

- Be a leading partner in local service delivery
- Provide a visible local service, accountable to our customers
- Provide effective services to make estates safe, clean and attractive places to live and work
- Have sustainable and cohesive communities on our estates.

What are we going to do?

- Hold neighbourhood discussion days in Aspley and St Ann's during November 2010, to help form the basis of our local offer
- Consult with tenants and leaseholders on other ways to deliver services in our neighbourhoods, such as home visits and surgeries.

"My housing patch manager was so supportive when me and my family were having problems with a noisy neighbour. With their advice and guidance we have been able to resolve the issues and we now have a better relationship with our neighbours." – Meadows tenant

Value for money standard

This standard is about making sure we provide services that are both high in quality and fair on cost.

Our Resident Procurement Group has helped us save millions from the cost of the Secure Warm Modern programme to improve your homes.

How did we do in 2009-10?

- **£10.483m** in value for money savings (national indicator 179)
- **£500,000** 'invest to save' programme established
- E-procurement auctions saved **£7m** on expected contract costs
- Staff sickness absence reduced from average **13.5** days to **12.1** days

Mark Johnson, Director of Property Services at Nottingham City Homes said: "We were astounded at the success of the online auction. It is a fantastic new way to get value for money. We have thousands of items to purchase and this innovation helps us find the best quality products for the lowest price."

£10,483,000

value for money savings reported to Nottingham City Council under national indicator 179

M	T	W	T	F	S	S
✓	✓	✓	✓	✓		
✓	✓	✓	✓	✓		
✓	✓	X				

sickness absence reduced from 13.5 days to 12.1 days